

Linden, Nick PSC

From: Dan Larsen [dlarsen@powercom.net]
Sent: Friday, July 25, 2003 3:39 PM
To: Linden, Nick PSC
Cc: Jeff Slater
Subject: Docket 6720-TI-183

Nick Linden
Wisconsin PSC
In the Matter of Docket 6720-TI-183

Dear Nick.

I am writing to you in response to your information request in Docket 6720-TI-183, the Investigation into the Wholesale Billing Practices of SBC. It would take an enormous amount of time to detail each and every billing dispute we have filed with SBC over the course of the two and one half years we have been reselling local service here in Wisconsin. On average, Powercom files two billing disputes a month with SBC. It is important to note that all of these disputes have been filed under our resale agreement. We have just begun the UNE-P service process, which is already generating additional disputes.

The billing dispute process is relatively straightforward. Powercom completes an on-line form detailing a billing dispute or most often multiple billing disputes. The form is submitted electronically to SBC, the receipt of which is acknowledged on a timely basis. Unfortunately, this is the only part of the process handled on a timely basis.

SBC usually takes weeks to respond to Powercom's billing disputes. Once they respond, SBC denies the vast majority of Powercom's claims. Unfortunately, the dollar amount rarely justifies the considerable effort it takes to prove the existence of an issue with SBC, even if the issue is clearly spelled out in our Interconnect or Resale Agreements. In the end, the cost of winning a dispute pales when compared to the cost of filing and following up with the dispute. Unfortunately, we have found that it is always in SBC's best interest to drag issues out, as they are capitalized and regulated in a manner, which affords them an almost insurmountable financial competitive position.

I hope this information proves useful when dealing with SBC.

Respectfully,

Dan Larsen
Chief of General Operations

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